



DEFENSE INFORMATION SYSTEMS AGENCY

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FORT MEADE, MARYLAND 20755-0549

IN REPLY
REFER TO: Joint Interoperability Test Command (JTE)

1 Oct 12

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Special Interoperability Test Certification of the Unique Communications Configuration Accounting Information Retrieval System (CAIRS) with Software Release 4.0

References: (a) DOD Directive 4630.05, "Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS)," 5 May 2004
(b) CJCSI 6212.01E, "Interoperability and Supportability of Information Technology and National Security Systems," 15 December 2008
(c) through (f), see Enclosure 1

1. References (a) and (b) establish the Defense Information Systems Agency, Joint Interoperability Test Command (JITC), as the responsible organization for interoperability test certification.

2. The Unique Communications CAIRS with Software Release 4.0 is hereinafter referred to as the system under test (SUT). The SUT meets all of its critical interoperability requirements and is therefore certified for joint use within the Defense Information System Network (DISN) as a Customer Premises Equipment (CPE) Element Management System (EMS) with the Avaya Aura Communication Manager (CM) 6.x Local Session Controller (LSC) and Small End Office (SMEO) switches. The SUT is also certified for joint use with the Avaya Communication Server 2100 (CS2100) Multifunction Switch (MFS) Secure Voice Zone. Only the Work Order Processing and Response (WOPR)-Automatic Switch Interface (ASI), and Universal Collection Engine (UCE) were tested and are certified by the JITC. The SUT also offers the following applications that were not tested and are not certified by the JITC: Call Accounting, Web Work Order, Enhanced WEB 411, Unique Financial System, Unique Call Identification (UCID) 911, Morale Call Minder System, and Subscriber Portal. The SUT met the critical interoperability requirements set forth in References (c) and (d), using test procedures derived from Reference (e). No other configurations, features, or functions, except those cited within this memorandum, are certified by JITC. This certification expires upon changes that could affect interoperability, but no later than three years from the date of the Unified Capabilities (UC) Approved Products List (APL) memorandum.

3. This finding is based on interoperability testing conducted by JITC, review of the vendor's Letters of Compliance (LoC), and DISA Certifying Authority (CA) Recommendation. Interoperability testing was conducted by JITC at the Global Information Grid Network Test Facility, Fort Huachuca, Arizona, from 13 through 17 February 2012. Review of the vendor's

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LoC was completed on 25 May 2012. The DISA CA provided a positive recommendation on 1 June 2012 based on the security testing completed by DISA-led IA test teams and published in a separate report, Reference (f). Enclosure 2 documents the test results and describes the tested network and system configurations.

4. The Functional Requirements used to evaluate the interoperability of the SUT and the interoperability statuses are depicted in Table 1.

Table 1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Functional Requirements	Status	UCR Reference ¹
Serial EIA-232 Secure Voice Zone ²	No ³	Yes	In accordance with EIA-232 (C)	Met	5.2.8.1
			Fault Management (C)	Met	5.2.8.3
			Configuration Management (Switch Access) (C)	Met	5.2.8.4
			Automated Message Accounting (C)	Met	5.2.8.5
			Performance Management (C)	Met	5.2.8.6
IEEE 802.3u Ethernet ⁴	No ³	Yes	Minimum Requirements for Enterprise and Network Management Systems (R)	Met	5.11.2
			Connectivity to Monitored Network Elements (R)	Met	5.11.2.1
			Segregation of NM Data into Categories (R)	Met	5.11.2.2
			IPv6 (R)	Not Tested ⁵	5.3.5
			Differentiated Service Code Point (R)	Met	5.3.3.3.2
Security	Yes	Yes	GR-815, STIGs, other IA requirements (R)	Met ⁶	5.3.2.17.3.5
NOTES: 1. The serial interface to the Avaya CS2100 SVZ was tested in accordance with the requirements in Reference (d) because the legacy requirements have been omitted from Reference (c). The Ethernet interface was tested in accordance with the requirements in Reference (c). 2. The SUT was tested with the serial interface to the Avaya CS2100 Multifunction Switch (MFS) Secure Voice Zone with software release SE 9.1. The SUT serial interface is certified for joint use with any CS2100 switch that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale). 3. The SUT is a CPE device that provides network monitoring functions. The UCR does not include specific interfaces, therefore, the Network Management interoperability requirement can be met with any of the following interfaces: Ethernet, asynchronous serial, or synchronous serial. 4. The SUT was tested with the IEEE 802.3u interface to the Aura S8800 LSC software release CM 6.0.1 (00.1.510.1 Service Pack 19211. The SUT Ethernet interface is certified for joint use with any Avaya LSC and SMEO switch with CM 6.x software that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale). 5. In accordance with the UCR 2008, Change 3, table 5.3.5-1, EMS systems must be IPv6 capable in accordance with the guidance in table 5.3.5-4 for Network Appliance/Simple Server (NA/SS). However, UCR 2008 Change 3 section 5.3.5.1.1 states "While there are requirements to manage IPv6 networks, the Network Management may be done using IPv4, at this time.", therefore, IPv6 was not tested. 6. Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (f).					

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LEGEND:			
802.3u	Standard for carrier sense multiple access with collision detection at 100 Mbps	IA	Information Assurance
APL	Approved Products List	IEEE	Institute of Electrical and Electronics Engineers
C	Conditional	IPv6	Internet Protocol version 6
CM	Communication Manager	LSC	Local Session Controller
CPE	Customer Premises Equipment	Mbps	Megabits per second
CS	Communication Server	MFS	Multifunction Switch
DCE	Data Circuit-terminating Equipment	NA/SS	Network Appliance/Simple Server
DISA	Defense Information Systems Agency	NM	Network Management
DTE	Data Terminal Equipment	R	Required
EIA	Electronic Industries Alliance	SE	Succession Enterprise
EIA-232	Standard for defining the mechanical and electrical characteristics for connecting DTE and DCE data communications devices	SMEO	Small End Office
GR	Generic Requirement	STIGs	Security Technical Implementation Guides
GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security	SUT	System Under Test
		SVZ	Secure Voice Zone
		UC	Unified Capabilities
		UCR	Unified Capabilities Requirements

5. No detailed test report was developed in accordance with the Program Manager's request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at <https://stp.fhu.disa.mil>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <http://jit.fhu.disa.mil> (NIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssi>. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contains the approved configuration and deployment guide must be requested directly through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: disa.meade.ns.list.unified-capabilities-certification-office@mail.mil.

6. The JITC point of contact is Ms. Anita Mananquil, DSN 879-5164, commercial (520) 538-5164, FAX DSN 879-4347, or e-mail to anita.l.mananquil.civ@mail.mil. The JITC's mailing address is P.O. Box 12798, Fort Huachuca, AZ 85670-2798. The tracking number for the SUT is 1115301.

FOR THE COMMANDER:

2 Enclosures a/s


for RICHARD A. MEADOR
Chief
Battlespace Communications Portfolio

JITC Memo, JTE, Special Interoperability Test Certification of the Unique Communications Configuration Accounting Information Retrieval System (CAIRS) with Software Release 4.0

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NSG Interoperability Assessment Team

DOT&E, Netcentric Systems and Naval Warfare

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UCCO

ADDITIONAL REFERENCES

- (c) Office of the Department of Defense Chief Information Officer, "Department of Defense Unified Capabilities Requirements 2008, Change 3," September 2011
- (d) Office of the Assistant Secretary of Defense, "Department of Defense Unified Capabilities Requirements 2008," 22 January 2009
- (e) Joint Interoperability Test Command, "Defense Switched Network Generic Switch Test Plan (GSTP) Change 2," 2 October 2006
- (f) Joint Interoperability Test Command, Memo, "Information Assurance (IA) Assessment of Unique Communications Configuration Accounting Information Retrieval System (CAIRS) Release (Rel.) 4.0 (Tracking Number 1115301)," 01 October 2012

CERTIFICATION TESTING SUMMARY

- 1. SYSTEM TITLE.** Unique Communications Configuration Accounting Information Retrieval System (CAIRS) with Software Release 4.0; hereinafter referred to as the system under test (SUT).
- 2. SPONSOR.** Headquarters United States Army Information Systems Engineering Command (HQUSA ISEC), Mr. Steve Pursell, USAISEC ELIE-ISE-ES, Building 53301, Fort Huachuca, Arizona 85613, e-mail: steven.d.pursell.civ@mail.mil.
- 3. SYSTEM POC.** Mr. Keith Arthur, 1665 West Horizon Ridge Parkway, Henderson, Nevada 89012, e-mail: keith@unique.net.
- 4. TESTER.** Joint Interoperability Test Command (JITC), Fort Huachuca, Arizona.
- 5. SYSTEM UNDER TEST DESCRIPTION.** The SUT is a Customer Premises Equipment (CPE) Element Management System (EMS). The SUT was tested with the IEEE 802.3u interface to the Avaya Aura S8800 with software release Communication Manager (CM) 6.0.1 (00.1.510.1 Service Pack 19211); however, the SUT Ethernet interface is certified for joint use with any Avaya Local Session Controller (LSC) and Small End Office (SMEO) switch with CM 6.x software that is currently listed on the Unified Capabilities (UC) Approved Products List (APL) or is on the UC APL Removal Page (End of Sale). The SUT was tested with the serial interface to the Avaya Communication Server 2100 (CS2100) Multifunction Switch (MFS) Secure Voice Zone (SVZ) with software release Succession Enterprise (SE) 9.1; however, the SUT serial interface is certified for joint use with any CS2100 switch that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale).

The system streamlines workflow processes which reduces manpower requirements through a centralized management platform. The SUT provides management and real time knowledge of network assets as well as Work Order and Trouble Ticket processing and asset accounting for billable items. The SUT functions as a central telecommunications management system and database which includes:

- work orders/trouble tickets
- asset management
- switch assignments

The SUT web integrated work order deployment system provides customers and users the ability to track work order progress from the request to final implementation.

The following applications offered in this SUT were tested and are certified by JITC: Work Order Processing and Response (WOPR) Automatic Switch Interface (ASI), Universal Collection Engine (UCE). The following applications are offered in this SUT, however, were not tested and are not certified by JITC: Call Accounting, Web Work Order, Enhanced WEB 411, Unique Financial System, Morale Minder System, Unique

Call Identification (UCID)911, and Subscriber Portal. The SUT is composed of the following components:

a. Database Server. The database server is the primary storage device for the cairs.net system. The cairs.net database uses Microsoft Structured Query Language (SQL) Server 2008 as its platform. The cairs.net database is loaded on a DISA Security Technical Implementation Guide (STIG)-compliant server. All transactions for the cairs.net client are handled between the application server and database only.

b. Application Server. The application server is the main connection point for the cairs.net client and interface for user access to the database resources. The application server hosts the Cairns Enterprise Data Center (CEDC), Subscriber Portal, the Cairns Enterprise Service (CES), UCE, and WOPR-ASI.

c. Management Workstation. The workstation is a site-provided STIG-compliant workstation with Windows Experience (XP) Professional (Pro) Service Pack (SP) 3, Windows Vista SP2, or Windows 7 SP1. The cairs.net Client is installed on the management workstation.

d. Teleboss 850. The Teleboss 850 is only required with the serial interface to the Avaya CS2100 SVZ. The Teleboss 850 is a Unix-based buffer box used in conjunction with the application and database server to act as a buffer agent for call records and a secure pass through device to the PBX and switches. The Teleboss 850 acts as an Internet Protocol (IP) to serial terminal server that collects, buffers, and distributes data from the site's telephony infrastructure. It also supports the monitoring of collected data for traffic patterns and then makes proper notifications based on configured traffic situations.

6. OPERATIONAL ARCHITECTURE. The Unified Capabilities Requirements (UCR) Defense Information System Network (DISN) architecture in Figure 2-1 depicts the relationship of the SUT to the DSN switches.

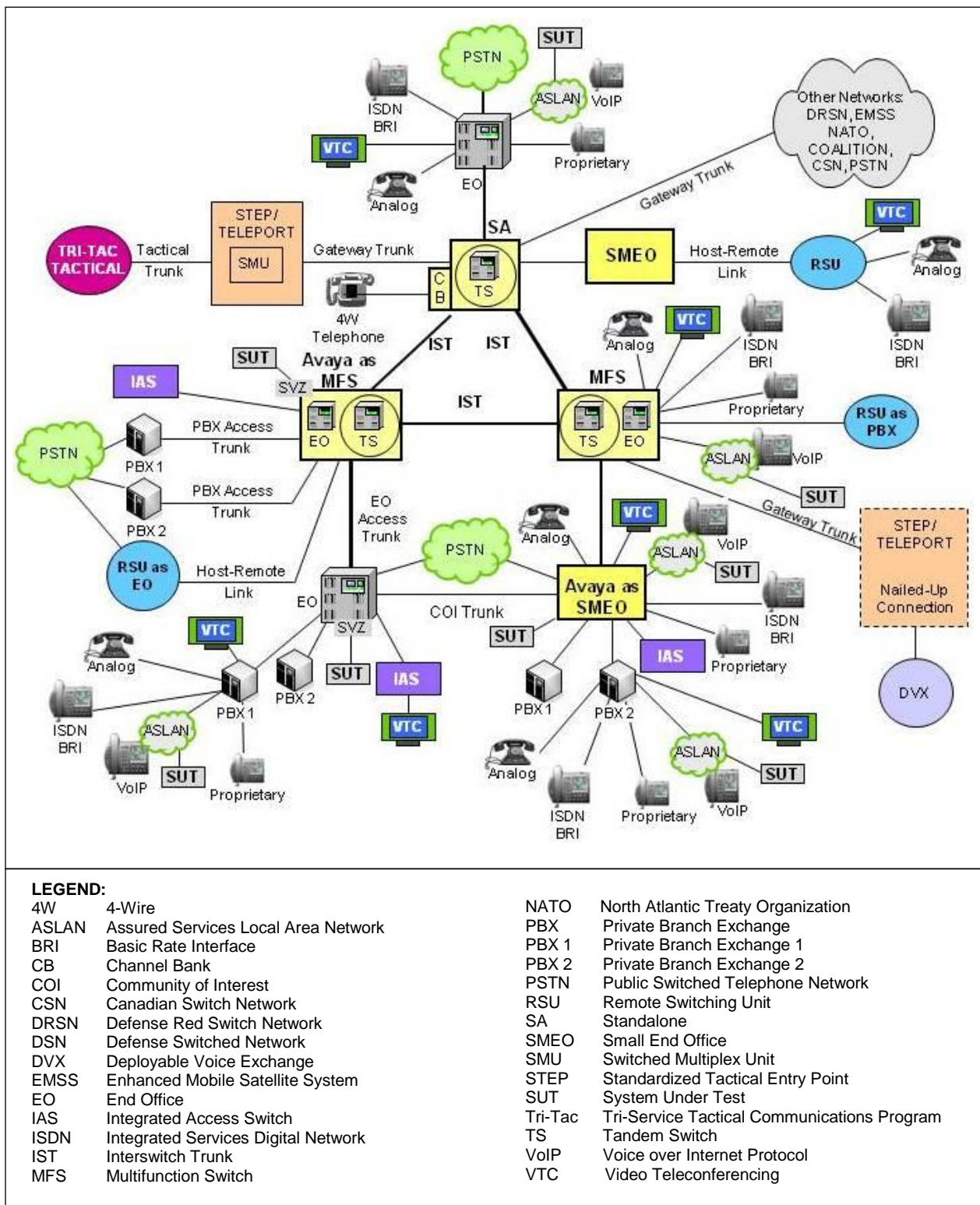


Figure 2-1. DSN Architecture

7. REQUIRED SYSTEM INTERFACES. Requirements specific to the SUT and interoperability results are listed in Table 2-1. These requirements are derived from Reference (c) and verified through the test procedures listed in Reference (e) and vendor submission of Letters of Compliance (LoC).

Table 2-1. SUT Functional Requirements and Interoperability Status

Interface	Critical	Certified	Functional Requirements	Status	UCR Reference ¹
Serial EIA-232 Secure Voice Zone ²	No ³	Yes	In accordance with EIA-232 (C)	Met	5.2.8.1
			Fault Management (C)	Met	5.2.8.3
			Configuration Management (Switch Access) (C)	Met	5.2.8.4
			Automated Message Accounting (C)	Met	5.2.8.5
			Performance Management (C)	Met	5.2.8.6
IEEE 802.3u Ethernet ⁴	No ³	Yes	Minimum Requirements for Enterprise and Network Management Systems (R)	Met	5.11.2
			Connectivity to Monitored Network Elements (R)	Met	5.11.2.1
			Segregation of NM Data into Categories (R)	Met	5.11.2.2
			IPv6 (R)	Not Tested ⁵	5.3.5
			Differentiated Service Code Point (R)	Met	5.3.3.3.2
Security	Yes	Yes	GR-815, STIGs, other IA requirements (R)	Met ⁶	5.3.2.17.3.5

NOTES:

1. The serial interface to the Avaya CS2100 SVZ was tested in accordance with the requirements in Reference (d) because the legacy requirements have been removed from Reference (c). The Ethernet interface was tested in accordance with the requirements in Reference (c).

2. The SUT was tested with the serial interface to the Avaya CS2100 Multifunction Switch (MFS) Secure Voice Zone with software release SE 9.1. The SUT serial interface is certified for joint use with any CS2100 switch that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale).

3. The SUT is a CPE device that provides network monitoring functions. The UCR does not include specific interfaces, therefore, the Network Management interoperability requirement can be met with any of the following interfaces: Ethernet, asynchronous serial, or synchronous serial.

4. The SUT was tested with the IEEE 802.3u interface to the Aura S8800 LSC software release CM 6.0.1 (00.1.510.1 Service Pack 19211). The SUT Ethernet interface is certified for joint use with any Avaya LSC and SMEO switch with CM 6.x software that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale).

5. In accordance with the UCR 2008, Change 3, table 5.3.5-1, EMS systems must be IPv6 capable in accordance with the guidance in table 5.3.5-4 for Network Appliance/Simple Server (NA/SS). However, UCR 2008 Change 3 section 5.3.5.1.1 states “While there are requirements to manage IPv6 networks, the Network Management may be done using IPv4, at this time.”, therefore, IPv6 was not tested.

6. Security is tested by DISA-led Information Assurance test teams and published in a separate report, Reference (f).

LEGEND:

802.3u	Standard for carrier sense multiple access with collision detection at 100 Mbps	IA	Information Assurance
APL	Approved Products List	IEEE	Institute of Electrical and Electronics Engineers
C	Conditional	IPv6	Internet Protocol version 6
CM	Communication Manager	LSC	Local Session Controller
CPE	Customer Premises Equipment	Mbps	Megabits per second
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DCE	Data Circuit-terminating Equipment	NA/SS	Network Appliance/Simple Server
DISA	Defense Information Systems Agency	NM	Network Management
DTE	Data Terminal Equipment	R	Required
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GR	Generic Requirement	STIGs	Security Technical Implementation Guides
GR-815	Generic Requirements For Network Element/Network System (NE/NS) Security	SUT	System Under Test
		SVZ	Secure Voice Zone
		UC	Unified Capabilities
		UCR	Unified Capabilities Requirements

8. TEST NETWORK DESCRIPTION. The SUT was tested at JITC's Global Information Grid Network Test Facility in a manner and configuration similar to that of the DSN operational environment. Testing the system's required functions and features was conducted using the test configuration depicted in Figure 2-2.

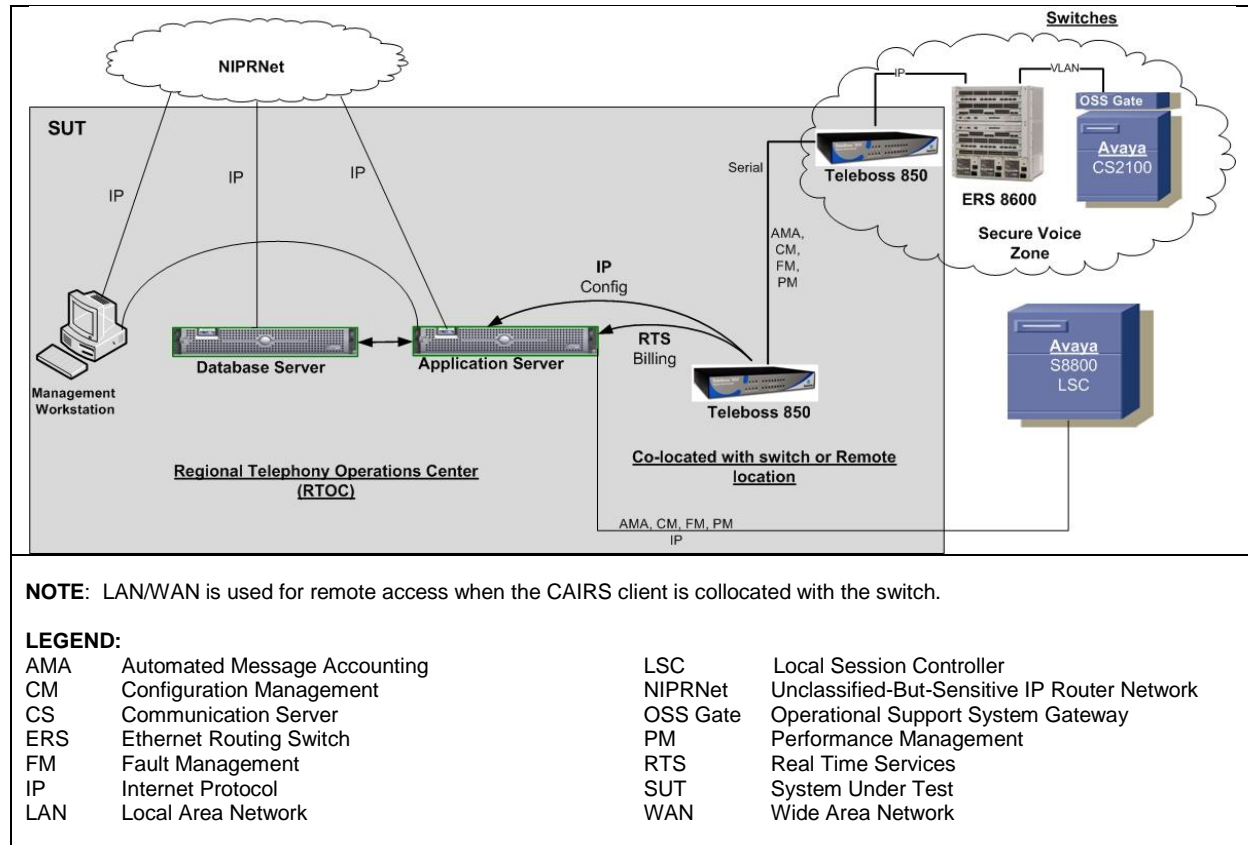


Figure 1. SUT Test Configuration

9. SYSTEM CONFIGURATIONS. Table 2-2 provides the system configurations, hardware, and software components tested with the SUT. Table 2-2 lists the DSN switches which depict the tested configuration and is not intended to identify only the switches that are certified with the SUT. The SUT is certified with switching systems listed in Table 2-3 which are or have been on the UC APL.

Table 2-2. Tested System Configurations

Switches tested with the SUT		Release	
Avaya CS2100 including the Secure Voice Zone		SE09.1	
Avaya Aura S8800		CM 6.0.1 (00.1.510.1 Service Pack 19211)	
System Name	Equipment		
Unique Communications CAIRS Rel. 4.0	Component	Hardware	Software/Firmware
	Management Workstation (Site-Provided)	NA	Windows 7 SP1
			.NET Framework 4.0.30319
			CAIRS 4.0.10.62 client
	Database Server	Dell PowerEdge 860	Windows Server 2008 R2 SP1
			Microsoft SQL Server 2008
	Application Server	Dell PowerEdge 860	Windows Server 2008 R2 SP1
			.NET Framework 4.0.30319
			IIS 7
			Unique Collection Engine 1.5.196
Teleboss 850	NA	WOPR 4.00.61	
		Version 2.06.560 JTC01	
LEGEND:			
CAIRS	Configuration Accounting Information Retrieval System	Rel.	Release
CS	Communication Server	SE	Succession Enterprise
HP	Hewlett Packard	SP1	Service Pack 1
IIS	Internet Information Services	SQL	Structured Query Language
NA	Not Applicable	WOPR	Work Order Processing and Response

10. TEST LIMITATIONS. None.

11. TEST RESULTS

a. Discussion

(1) The serial interface to the Avaya CS2100 SVZ was tested in accordance with the requirements in Reference (d) because the legacy requirements have been omitted from Reference (c). The requirements listed in the UCR are detailed as management requirements for switches. The SUT was tested with these requirements as a telecommunications management system connected to the DISN and UC switches.

(a) In accordance with the UCR 2008, section 5.2.8.3, the DSN telephone switching systems shall detect fault conditions and generate alarm notifications. In addition, alarms may be sent as Simple Network Management Protocol (SNMP) traps. The SUT met all critical interoperability certification requirements for Fault Management. Alarm notifications and log messages were captured and saved to the database server. The SUT does not support real time SNMP traps.

(b) In accordance with the UCR 2008, section 5.2.8.4, Configuration Management in a switching system shall be in accordance with Telcordia Technologies GR-472-CORE, Network Element Configuration Management, Revision 2, Feb. 1999, Section 4. The SUT met all critical interoperability requirements for Configuration

Management by connecting to the switching systems remotely and emulating their local maintenance terminals.

(c) In accordance with the UCR 2008, section 5.2.8.5, the Automated Message Accounting (AMA) process in a switching system provides usage related data to perform customer billing and Call Detail Recording (CDR). The SUT met all critical interoperability requirements for AMA by collecting and storing CDR data on the database server.

(d) In accordance with the UCR 2008, section 5.2.8.6, the DSN switches must meet the switch performance data requirements in the UCR, Table 5.2.8-2. The SUT met all critical interoperability requirements for Performance Management by collecting and accurately storing traffic data measurements on the database server at various time intervals (e.g. 5-, 15-, 30-minutes) as supported by the respective switches.

(2) The Ethernet interface to the Avaya Aura S8800 was tested in accordance with the requirements in Reference (c).

(a) In accordance with the UCR 2008, Change 3, section 5.11.2, the enterprise and network management system must meet the requirements listed below. The SUT met the interoperability requirements with the vendor's LoC.

- Meet all Information Assurance and STIG requirements. Security is tested by a DISA-led IA test team and published in a separate report, Reference (f).
- Interoperate with UC products' COTS NM interface/system for monitoring and commanding the UC product
- Leverage COTS interface of UC products to be managed in a secure manner
- Be capable of exchanging data with other network management systems for information sharing purposes

(b) In accordance with the UCR 2008, Change 3, section 5.11.2.1, the management system must have the capability to establish the protocols listed below for communication with the UC product. The SUT met the interoperability requirements with testing.

- Receiving SNMPv3 traps from a monitored product
 - Sending SNMP (MIB) poll requests to a monitored product
 - Collecting and mediating Call Detail Records (CDR) and IP Detail Records (IPDRs) from a monitored product in a secure manner
 - Securing the connection using Transport Layer Security (TLS).
- Security is tested by a DISA-led IA test team and published in a separate report, Reference (f).

(c) In accordance with the UCR 2008, Change 3, section 5.11.2.2, the EMS system must be capable of receiving and analyzing the NM data categories listed below. The SUT met these requirements with testing.

- System Events

- Security Events
- Performance Events (5-minute polls)
- Performance (15-minute polls)
- CDRs

Internet Protocol version 6 (IPv6). In accordance with the UCR 2008, Change 3, table 5.3.5-1, EMS systems must be IPv6 capable in accordance with the guidance in table 5.3.5-4 for Network Appliance/Simple Server (NA/SS). However, UCR 2008 Change 3 section 5.3.5.1.1 states “While there are requirements to manage IPv6 networks, the Network Management may be done using IPv4, at this time.” Therefore, IPv6 was not tested.

(d) In accordance with the UCR 2008, Change 3, section 5.3.3.3.2, Operational Administration and Maintenance (OAM) IP packets shall be tagged with a Differentiated Services Code Point (DSCP) value of 16 to 23. Using the WireShark IP capture tool to capture DSCP tagging within the SUT enclave between the Application Server and Database Server, it was determined that the SUT met this requirement.

(e) Security is tested by a DISA-led IA test team and published in a separate report, Reference (f).

b. Test Summary. The SUT met the interface and functional requirements for a CPE EMS as set forth in References (c) and (d). Only the WPOR, ASI, and UCE were tested and are certified by the JITC. The SUT Ethernet interface is certified for joint use with any Avaya LSC and SMEO switch with CM software that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale). The SUT serial interface is certified for joint use with any CS2100 switch that is currently listed on the UC APL or is on the UC APL Removal Page (End of Sale).

12. TEST AND ANALYSIS REPORT. No detailed test report was developed in accordance with the Program Manager’s request. JITC distributes interoperability information via the JITC Electronic Report Distribution (ERD) system, which uses Unclassified-But-Sensitive Internet Protocol Router Network (NIPRNet) e-mail. More comprehensive interoperability status information is available via the JITC System Tracking Program (STP). The STP is accessible by .mil/gov users on the NIPRNet at <https://stp.fhu.disa.mil>. Test reports, lessons learned, and related testing documents and references are on the JITC Joint Interoperability Tool (JIT) at <http://jit.fhu.disa.mil> (NIPRNet). Information related to DSN testing is on the Telecom Switched Services Interoperability (TSSI) website at <http://jitc.fhu.disa.mil/tssj>. Due to the sensitivity of the information, the Information Assurance Accreditation Package (IAAP) that contains the approved configuration and deployment guide must be requested directly through government civilian or uniformed military personnel from the Unified Capabilities Certification Office (UCCO), e-mail: disa.meade.ns.list.unified-capabilities-certification-office@mail.mil.